Iowa WIC Program

eWIC/MIS Policy Revisions – February 1, 2016

Overview

Introduction   This document provides annotations for the revised policies forwarded to USDA with the state plan.

Revisions   New text in policies is highlighted for quick reference.

Contents   This publication contains the following topics:

Certification Policy and Procedure Manual

Introduction   The table lists each policy with substantive content changes and provides a
brief description of what was revised.

Annotations   **The following policies have substantive content changes.**

Policy	Description of Changes
215.00	Policy 215.70 was renamed to Nutrition and Health Assessment Policies 215.70A-D, 215.80, and 215.80A-D were deleted
215.06	Page 1 deleted WIC identification card, Check receipts, and WIC checks. Page 3 added breastfeeding statuses Partially BF Within Range and Partially BF Out of Range to replace previously used breastfeeding status terminology. Page 4 added more specific terminology to infant and pregnant woman length of certification period information
215.08	Updated language with new MIS/eWIC terminology and processes
215.08A	Updated with new MIS printout
215.10	Updated language with new MIS/eWIC terminology and processes
215.12	Updated language with new MIS/eWIC terminology and processes Page 6 added information on allowing proration override Page 8 Updated for new mailing process Updated for when an eWIC card may be replaced
215.12A	Updated language with eWIC terminology
215.14	Updated language with new MIS/eWIC terminology and processes Page 6 added information on allowing proration override Page 8 Updated for new mailing process Updated for when an eWIC card may be replaced
215.14A	Updated language with eWIC terminology
215.19	Page 2 changed income screening function to income guidelines reference
215.20	Page 2 changed waiver of time allowance to the processing standards exceeded reason Page 2 changed waiver to exception Page 4 changed checks to eWIC card and instruction on how to obtain food benefits.

Certification Policy and Procedure Manual, Continued

Annotations, continued

Policy	Description of Changes
215.20A	Updated with new MIS printout
215.23	Page 1 updated data found on missed appointment report Page 2 Updated language with new MIS terminology and processes
215.23A	Updated with new MIS printout
215.30	Updated language with new MIS terminology and processes
215.30A	Updated with new MIS printout
215.30B	Changed checks to benefits
215.41	Added FIP/TANF
215.42	Added FIP/TANF and definition Updated language with new MIS terminology and processes Page 4 Added information on allowing proration override
215.43	Updated language with new MIS terminology and processes Page 3 Added information on allowing proration override Page 5 Added timeframe allowance for use of provisional certification data
215.45	Updated language with new MIS terminology
215.50	Updated language with new MIS terminology and processes Page 3 Added information on allowing proration override
215.60	Updated language with new MIS terminology and processes
215.61	Updated to reflect risk codes and definitions in MIS Changed elevated blood lead level risk to ≥ 5
215.62	Updated to reflect risk codes in MIS
215.63	Removed WIC ID folder and updated language with new eWIC terminology
215.65	Changed title of policy Updated layout of policy and language with new eWIC terminology and processes
215.67	Updated breastfeeding definitions Removed data entry requirements from old MIS
215.70	Changed title of policy and combined with policy 215.80 Updated language with new MIS terminology
215.73	Updated language with new MIS terminology and processes
215.75	Updated language with new MIS terminology and processes
215.83	Page 1 added language for family care plan Updated SOAP format with new MIS language and processes
215.85	Updated to include new required information to provide a new participant and use of flipchart (Note: Currently a DVD is not available for use and the option was removed from policy.)

215.95	Updated language with new MIS terminology
215.95A	Updated with new MIS printout
220.10	Updated language with new MIS/eWIC terminology and processes
220.20	Updated language with new MIS/eWIC terminology and processes
220.20A	Updated with new MIS printout
225.00	Updated language with new eWIC terminology Changed title of policy 225.85
225.20	Updated language with new eWIC terminology Page 2 added new process for ordering and receiving eWIC card stock Page 3 added new process for confirmation of receipt of food benefits by a participant
225.50	Page 1: Updated language for eWIC information Page 1: Updated information regarding the separation of duties Page 2: Updated benefit issuance procedure Page 3: Updated information regarding reissuing food instruments. Page 4: Added information about Recalculation of Benefits
225.65	Updated language with new eWIC terminology and processes
225.70	Page 2 added new retention requirements Page 3 updated language with new MIS/eWIC terminology and processes
225.70A	Changed checks to benefits
225.75	Updated language with new MIS/eWIC terminology and processes
225.80	Updated language with new MIS/eWIC terminology and processes Page 7 added recalculation of benefits
225.80A	Updated with new MIS print out
225.80B	Updated with new MIS print out
225.80C	Updated language with new MIS/eWIC terminology
225.85	Changed title of policy Updated language with new MIS/eWIC terminology

Annotations,
continued

Policy	Description of Changes
235.00	Added policies 235.02 and 235.53
235.01	Page 4: Deleted information about homeless food packages as there are none in Focus. Page 4: Deleted information regarding 9-11 month old infants receiving a CVV in lieu of a portion of the infant foods fruits and vegetables as this is not an option in Focus at this time. Page 4: Added information on how to tailor a food package in Focus. Page 5: Deleted information about documentation requirements for providing a CVV for a 9-11 month old in lieu of a portion of the infant fruits/vegetables since this is not possible in Focus at this time. Page 6: Added information about documentation requirements when a participant receives less than the full nutrition benefit. Page 8: Deleted the last bullet about distributing the food package in smaller quantities over more food instruments.
235.02	New Policy regarding food package proration and Proration Override.
235.03	Deleted information about providing a CVV to 9-11 month old in lieu of a portion of the infant fruits/vegetables since this is not possible in Focus at this time.
235.06	Page 2: Added information on how milk substitutes need to be provided on the eWIC account
235.07	Page 2: Added information on how milk substitutes need to be provided on the eWIC account
235.08	Page 2: Added information on how milk substitutes need to be provided on the eWIC account
235.09	Page 2: Added information on how milk substitutes need to be provided on the eWIC account
235.10	Page 3: Updated the food package names for Partially Breastfeeding infants and mothers.

Certification Policy and Procedure Manual, Continued

Policy	Description of Changes
235.30	Page 2: Provided updates on how to issue the Notice of Ineligibility Forms and the Documentation of Nutrition Products from WIC form.
235.50	Page 8: Updated information regarding how to complete the medical documentation form and documenting information into Focus. Page 9: Added information on the scanning medical documentation process Page 10: Updated information on how to provide special formula for religious reasons.
235.53	New policy outlining the Formula Warehouse Process.
235.55	Made changes to some wording to correspond to eWIC/Focus terms.
235.56	Page 3: Made changes to some wording to correspond to eWIC/Focus terms.
235.65	Updated information regarding reissuing formula and returned formula.
240.30	Page 4 added documenting nutrition education contacts requirements and deleted the listing of nutrition education topic codes previously found in policy
240.55	Updated language to use eWIC/MIS terminology Page 3 updated one-to-one contacts requirements
240.60	Updated language with new MIS requirements and processes
240.90	Updated language with new MIS terminology and processes
245.05	Updated to use eWIC and Focus language Page 10: Added information about confidentiality and the eWIC Customer Service Line
245.15	Updated language with new MIS terminology
245.20	Page 1 added participant vs family referral requirements Updated language with new MIS terminology
245.20A	Updated with new MIS print out
245.24	Updated with new MIS terminology
245.24A	Updated with new MIS print out
245.25	Updated with new MIS terminology and process
245.30	Updated with new MIS terminology and processes
245.30A	Updated with new MIS terminology
245.65	Updated with new MIS terminology

Annotations,
continued

Policy	Description of Changes
245.70	Page 4 changed the requirement for high lead levels to ≥5 to meet new risk requirements
245.90	Updated language with new MIS terminology and process

Services Policy and Procedures Manual

Introduction   The table below lists each policy with changes and provides a description of the revisions.

Annotations   **The following policies have content changes.**

Policy	Description of Changes
300.11	Page 3: Added information about scanners, eWIC card readers, and signature pads Page 3: Added security names Page 4: Scheduler: Cut information about the ability to work in two windows. Page 5: Changed wording from "Waiver of time allowance" to Processing Standards Page 8: Added information revolving around the Nutrition Interview. Page 9: Added information about the use of the non-invasive pulse co-oximeter Page 10: Added information on the use of the Signature Pad and the Rights and Responsibilities Page 11: Added information about participant/family referrals. Page 13: Added a variety of new information related to eWIC changes. Page 14: Added information on the use of the Participant Customer Service IVR or webportal.
300.30	Deleted references to checks. Added information on how required documents need to be maintained.
310.28	Added some updates regarding using the WIC data system. Page 2: Made some updates in the "Client contacts" and "Training" sections
310.29	Page 1: Added updates to the "Desirable skills" section Page 2: Added updates to the "Supervisory Duties", "Training", and "Recordkeeping" sections. Page 3: Added an updated regarding the "Interaction with community partners.

Annotations, continued

Policy	Description of Changes
330.10	Page 1: Changed IWIN to Focus. Page 2: Took out information referring to ID folders. Page 4: Updated security access information Page 8: Added information about Network Downtime (NDT) mode
330.20	Added information on how to order WIC storage folders. Added information on how to order FI stock orders.
330.25	New policy describing the process of requesting data system data.
330.25a	New policy: Data Request Form
330.30	Updates to how reports are generated and printed were made.
330.40	A description has been provided for all Clinic Services Reports.
330.45	A description has been provided for all Finance Reports.
330.50	A description has been provided for all Operation Reports.
330.60	A description has been provided for all System Administration Reports.
330.65	A description has been provided for all Scheduler Reports.
330.70	A description has been provided for all Vendor Management Reports.
330.70	Made many updates to the form including eWIC and adding more participant centered service information.
370.10	A variety of updates have been made to the form.
370.10a	A variety of updates have been made to the form related to eWIC/Focus.
370.30	Page 3: Deleted section "Voided FIs that have been redeemed"
380.01	Page 2: Updated information for the Focus system.
380.25	Updated with refugee information.
380.70	Updates in various sections.
380.75	Page 1: Updates to the "Policy" section.
380.80	Page 1: Updates made to the "Local agency responsibilities" section Page 2: Updates made to the "On-going training" section.
380.83	Updates made regarding the WIC data system.
380.85	Update made to the "Contact schedule"
380.90	Various updates made.
380.90a	The previous policy 380.90a was eliminated and 380.90b has turned into 380.90a.

Services Policy and Procedures Manual, Continued

Annotations,
continued

Policy	Description of Changes
380.90b	380.90b has moved to 380.90a.
390.00	Updated with refugee information.
390.20	New policy regarding refugee participants.

State Operations Policy and Procedure Manual

Introduction   The table below lists each policy with changes and provides a description of the revisions.

Annotations   **The following policies have content changes.**

Policy	Description of Changes
430.80	Added clarification with information stated in Policy 330.10 that if state-owned WIC computers are put on local agency networks, the local agency is responsible for printer connectivity, Internet connectivity, triaging network issues and configuring replacement hardware.
450.07	New policy describing the procedure on approving/rejecting a submitted UPC/PLU.
450.07a	New Iowa WIC UPC Submission Form
450.10a	• General information has been added about eWIC. • A vendor site survey has been added as part of the application packet.
450.10b	• General information has been added about eWIC. • A vendor site survey has been added as part of the application packet.
450.10c	Deleted information pertaining to paper food instruments.
450.10d	Updates to the Grocery Vendor Reauthorization Form – Price Survey.
450.10e	Updates to the Special Purpose Vendor Reauthorization Form – Price Survey.
450.15	• Page 1: Added information about vendor reimbursement • Deleted information about the "Reissue to Vendor" process.
450.20	• Page 5: Took reference out to the check routing process • Page 6: Added to attach the balance inquiry to the vendor monitoring report form. Deleted reference to stapling the check to the report form.
450.20a	• Deleted reference to review WIC checks on hand • Deleted the section regarding the 5-digit WIC Stamp
450.20b	• Deleted reference to review WIC checks on hand • Deleted the section regarding the 5-digit WIC Stamp

State Operations Policy and Procedure Manual, Continued

Policy	Description of Changes
450.25	• Page 2: Added information regarding criteria used in determining which stores are selected for routine vendor monitoring • Page 4 (Evaluate the Sales Floor Area): Deleted information regarding reviewing food instruments on hand. • Page 4: Deleted information about having the vendor applying the store's 5-digit WIC Stamp
450.30a	• Took out WIC check cashing procedure wording and changed to eWIC redemption. • Took out reference to asking for WIC ID
450.50	Page 1: Updated information to eWIC. Page 2: Updated information regarding Food Instrument Processing and eWIC